

Helpful Web Links

Overview of Non-VA Medical Care:

https://www.va.gov/COMMUNITYCARE/docs/pubfiles/factsheets/FactSheet_20-01.pdf

Emergency Care for Veterans:

https://www.va.gov/COMMUNITYCARE/docs/pubfiles/factsheets/FactSheet_20-02.pdf

Claims Process Emergency Medical Services:

https://www.va.gov/COMMUNITYCARE/docs/pubfiles/factsheets/FactSheet_20-03.pdf

Ambulance Transport at VA Expense:

https://www.va.gov/COMMUNITYCARE/docs/pubfiles/factsheets/FactSheet_20-05.pdf

VA Community Care—Choice Billing Issues:

https://www.va.gov/COMMUNITYCARE/docs/pubfiles/factsheets/FactSheet_20-08.pdf

Veterans Choice Program (VCP) Overview:

https://www.va.gov/COMMUNITYCARE/docs/pubfiles/factsheets/FactSheet_20-09.pdf

Points of Contact

Veterans Choice Program (TRIWEST)

1-866-606-8198

Patient-Centered Care Contract (TRIWEST)

1-855-722-2838

Non-VA Care Payment Center:

San Antonio VA Fee

PO Box 460

Bonham, TX 75418

903-583-6363

South TX VA Office of Community Care:

210-617-5300 ext 13850

South Texas Veterans Health Care System (STVHCS):

<http://www.southtexas.va.gov/index.asp>

VA Care in the Community

South Texas Veterans Health Care System (STVHCS)

Coordinated by the Office of Patient Administrative Services

- DoD Sharing Agreements
- Veterans CHOICE Program
- Community Care Contracts
- Non-VA Community Care
- Unauthorized Care/Mill Bill/Emergency Care



**Integrity ~ Commitment
Advocacy ~ Respect ~ Excellence**



DoD Sharing Agreements

- Limited services are available through DOD Sharing Agreements at the San Antonio Military Medical Center (SAMMC) and Wilford Hall Medical Center (WHMC)
- A consult for care is required from your VA provider. VA creates the authorization for care and sends to the DOD partner.
- DOD schedules the appointment or procedure with the Veteran directly.
- DOD submits the claim to the VA through the VA Payment Center in Bonham, TX.

For questions concerning DoD referrals, call PAS at 210-617-5300 ext 13850.

VA payments to the provider are made through the STX Payment Center in Bonham, TX @ 903-583-6363

Veterans Health Education Committee

Approved: January 2017

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Veterans CHOICE program

- **Choice 30** - For Veterans waiting >30 days from the clinically indicated date for a VA appointment
Contact your Primary Care team for more info.
- **Choice 40** - For Veterans whose primary residence is >40 miles driving distance from the nearest VA with a full-time PCP.
You must have a physical address on file with the VA. For eligibility questions, call TriWest at 1-866-606-8198.
- **Choice-First** - For services unavailable at VA.
A consult/referral is required from your VA provider.
- **Choice Unusual/Excessive Burden** - For Veterans with:
 - (aa) Geographic Challenges
 - (bb) Environmental factors
 - (cc) Medical condition*A consult/referral is required from your VA provider.*

For all questions about the Veterans CHOICE program, to access care under CHOICE 40, or to reschedule any CHOICE appointment, call **TriWest at 1-866-606-8198.**

Non-VA Care

A preauthorization for treatment in the community is required for non-VA medical care, unless the medical event is an emergency.

In the event of an emergency/hospital admission...

Veterans *do not* need authorization from a VA facility for emergency treatment. However, VA must be notified within 72 hours of Admission/ER visit. The Veteran can call:

- Veteran's Primary Care Provider/PACT
- Telecare @ 210-949-3994 or 1-888-686-6350
- Transfer Coordinator (during normal hours) @ 210-617-5184
- AOD (after hours) @ 210-617-5300 ext 15162 or 15940

*****Hospital notification does *NOT* guarantee VA payment, but it is a necessary piece of the billing and claims process.*****

If applicable, the VA pays the community provider through the VA Payment Center in Bonham, TX at 903-583-6363.

If treatment is available at a VA facility Veteran will be required to transfer at the point of stabilization.